



## Complete Summary

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### TITLE

HIV ambulatory care satisfaction: percentage of HIV positive adolescent and adult patients who reported the reasons they felt may have caused them to be treated poorly at their clinic (if applicable).

### SOURCE(S)

New York State Department of Health AIDS Institute. Patient satisfaction survey for HIV ambulatory care (PSS-HIV). Albany (NY): New York State Department of Health AIDS Institute; 2002 Mar. 54 p.

## Measure Domain

### PRIMARY MEASURE DOMAIN

Patient Experience

The validity of measures depends on how they are built. By examining the key building blocks of a measure, you can assess its validity for your purpose. For more information, visit the [Measure Validity](#) page.

### SECONDARY MEASURE DOMAIN

Does not apply to this measure

## Brief Abstract

### DESCRIPTION

This measure is used to assess the percentage of HIV positive adolescent and adult patients who reported reasons they felt may have caused them to be treated poorly at their clinic (if applicable).

This measure is part of the Patient Satisfaction Survey for HIV Ambulatory Care (PSS-HIV) -- Core Measures.

### RATIONALE

Patient satisfaction has recently emerged as an important measure of the quality of health care delivery, right alongside the more traditional health status measurements and quality of life indicators. This is based largely on the discovery

that patients with higher satisfaction levels often make important behavioral changes, including:

- Maintaining more stable relationships with health care providers
- Complying more closely with medical advice and treatment
- Keeping appointments

Patients with higher satisfaction levels may also have improved health outcomes.

Many HIV providers have been measuring patient satisfaction at their HIV programs for some time. Others are just beginning. Measuring patient satisfaction will help to:

- Strengthen communication and build relations with patients
- Assess the strengths and weaknesses of HIV programs from the patients' perspective
- Focus the quality improvement efforts
- Create baseline data against which to measure changes in patient satisfaction

Taken together, these outcomes represent key opportunities to make and monitor the changes required to achieve some important goals: improving patient satisfaction and improving care overall.

#### PRIMARY CLINICAL COMPONENT

HIV; ambulatory care; patient satisfaction

#### DENOMINATOR DESCRIPTION

HIV positive adolescents and adults 13 years of age and older who had at least 2 HIV primary care visits in the last 12 months and completed the survey

#### NUMERATOR DESCRIPTION

The number of patients who reported they felt they were treated poorly at their clinic and who indicated the reasons they felt might have caused them to be treated poorly (see the related "Numerator Inclusions/Exclusions" field in the Complete Summary)

### Evidence Supporting the Measure

#### EVIDENCE SUPPORTING THE CRITERION OF QUALITY

- A formal consensus procedure involving experts in relevant clinical, methodological, and organizational sciences
- Focus groups
- One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

## Evidence Supporting Need for the Measure

### NEED FOR THE MEASURE

Unspecified

## State of Use of the Measure

### STATE OF USE

Current routine use

### CURRENT USE

Internal quality improvement

## Application of Measure in its Current Use

### CARE SETTING

Ambulatory Care  
Community Health Care  
Physician Group Practices/Clinics

### PROFESSIONALS RESPONSIBLE FOR HEALTH CARE

Advanced Practice Nurses  
Nurses  
Physician Assistants  
Physicians

### LOWEST LEVEL OF HEALTH CARE DELIVERY ADDRESSED

Individual Clinicians

### TARGET POPULATION AGE

Age greater than or equal to 13 years

### TARGET POPULATION GENDER

Either male or female

### STRATIFICATION BY VULNERABLE POPULATIONS

Unspecified

## Characteristics of the Primary Clinical Component

### INCIDENCE/PREVALENCE

Unspecified

### ASSOCIATION WITH VULNERABLE POPULATIONS

Unspecified

### BURDEN OF ILLNESS

Unspecified

### UTILIZATION

Unspecified

### COSTS

Unspecified

## Institute of Medicine National Healthcare Quality Report Categories

### IOM CARE NEED

Living with Illness

### IOM DOMAIN

Patient-centeredness

## Data Collection for the Measure

### CASE FINDING

Users of care only

### DESCRIPTION OF CASE FINDING

HIV positive adolescents and adults 13 years of age and older who had at least 2 HIV primary care visits in the last 12 months and completed the survey

### DENOMINATOR SAMPLING FRAME

Patients associated with provider

### DENOMINATOR INCLUSIONS/EXCLUSIONS

#### Inclusions

HIV positive adolescents and adults 13 years of age and older who had at least 2 HIV primary care visits in the last 12 months and completed the survey

#### Exclusions

Unspecified

### RELATIONSHIP OF DENOMINATOR TO NUMERATOR

All cases in the denominator are equally eligible to appear in the numerator

### DENOMINATOR (INDEX) EVENT

Clinical Condition

Encounter

### DENOMINATOR TIME WINDOW

Time window precedes index event

### NUMERATOR INCLUSIONS/EXCLUSIONS

#### Inclusions

The number of patients who reported they felt they were treated poorly at their clinic and who indicated the reasons\* they felt might have caused them to be treated poorly

\*Reasons:

- My race
- My age
- My gender/sex
- My sexual orientation
- My drug use
- My immigration status
- My difficulty speaking English
- Other

#### Exclusions

Unspecified

### MEASURE RESULTS UNDER CONTROL OF HEALTH CARE PROFESSIONALS, ORGANIZATIONS AND/OR POLICYMAKERS

The measure results are somewhat or substantially under the control of the health care professionals, organizations and/or policymakers to whom the measure applies.

### NUMERATOR TIME WINDOW

Fixed time period

## DATA SOURCE

Patient survey

## LEVEL OF DETERMINATION OF QUALITY

Not Individual Case

## PRE-EXISTING INSTRUMENT USED

Unspecified

## Computation of the Measure

## SCORING

Frequency Distribution

## INTERPRETATION OF SCORE

Unspecified

## ALLOWANCE FOR PATIENT FACTORS

Unspecified

## STANDARD OF COMPARISON

Internal time comparison

## Evaluation of Measure Properties

## EXTENT OF MEASURE TESTING

The development of this survey included feedback from multiple focus groups with HIV-positive patients and their providers and participating HIV programs for field-testing across New York State.

## EVIDENCE FOR RELIABILITY/VALIDITY TESTING

New York State Department of Health AIDS Institute. Patient satisfaction survey for HIV ambulatory care (PSS-HIV). Albany (NY): New York State Department of Health AIDS Institute; 2002 Mar. 54 p.

## Identifying Information

## ORIGINAL TITLE

At any point, did you feel treated poorly at your clinic? If "yes," please help us understand why by checking any of the reasons you feel may have caused you to be treated poorly.

#### MEASURE COLLECTION

[Patient Satisfaction Survey for HIV Ambulatory Care](#)

#### MEASURE SET NAME

[HIV Ambulatory Care - Core Module](#)

#### DEVELOPER

New York State Department of Health AIDS Institute

#### ADAPTATION

Measure was not adapted from another source.

#### RELEASE DATE

2002 Mar

#### MEASURE STATUS

This is the current release of the measure.

#### SOURCE(S)

New York State Department of Health AIDS Institute. Patient satisfaction survey for HIV ambulatory care (PSS-HIV). Albany (NY): New York State Department of Health AIDS Institute; 2002 Mar. 54 p.

#### MEASURE AVAILABILITY

The individual measure, "At any point, did you feel treated poorly at your clinic? If "yes," please help us understand why by checking any of the reasons you feel may have caused you to be treated poorly," is published in the "Patient Satisfaction Survey for HIV Ambulatory Care (PSS-HIV)." This document is available in Portable Document Format (PDF) from the [New York State Department of Health AIDS Institute Web site](#).

#### COMPANION DOCUMENTS

The following are available:

- Psych Research. Summaries of focus groups and key information interviews for the HIV Patient Satisfaction Questionnaire Development Project (New York EMA phase). Albany (NY): New York State Department of Health; 2002 Feb.

- 66 p. This document is available in Portable Document Format (PDF) form the [New York State Department of Health AIDS Institute Web site](#).
- Psych Research. Literature review for the design and validation of a patient satisfaction survey for HIV+ clients in ambulatory care settings. Albany (NY): New York State Department of Health; 2002 Jan. 41 p. This document is available in PDF form the [New York State Department of Health AIDS Institute Web site](#).
  - New York State Department of Health AIDS Institute. PSS-HIV5: Access database. In: Patient satisfaction survey for HIV ambulatory care (PSS-HIV) [internet]. Albany (NY): New York State Department of Health AIDS Institute; 2002 Oct [cited 2006 Jan 18]. [various p]. This database is available from the [New York State Department of Health AIDS Institute Web site](#).

#### NQMC STATUS

This NQMC summary was completed by ECRI on January 19, 2006. The information was not verified by the measure developer.

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